

Docket Number: AUS920010948US1

States Code, §112, I acknowledge the duty to disclose information material to the patentability of this application as defined in Title 37, Code of Federal Regulations, §1.56 which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

(Application Serial #)	(Filing Date)	(Status)
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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

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Send correspondence to: Cynthia S. Byrd, International Business Machines Corporation, Intellectual Property Law Department, 11400 Burnet Road, Austin, Texas 78758 and direct all telephone calls to Cynthia S. Byrd, (512) 823-5884.

FULL NAME OF SOLE OR FIRST INVENTOR: Michael Wayne Brown

INVENTORS SIGNATURE: _____ **DATE:** _____

RESIDENCE: 529 River Down Road
Georgetown, TX 78628

CITIZENSHIP: USA

POST OFFICE ADDRESS: Same As Above

FULL NAME OF SECOND INVENTOR: David R. Cheng

INVENTORS SIGNATURE: _____ DATE: _____

RESIDENCE: 702 Hertford Rd.
Wilmington, DE 19803

CITIZENSHIP: USA

POST OFFICE ADDRESS: Same As Above

FULL NAME OF THIRD INVENTOR: Wing-Ying Stephanie Leung

INVENTORS SIGNATURE:  _____ DATE: 11/01/01

RESIDENCE: 921 E. Ann
Ann Arbor, MI 48104

CITIZENSHIP: UK

POST OFFICE ADDRESS: Same As Above

FULL NAME OF FOURTH INVENTOR: Folu Okunseinde

INVENTORS SIGNATURE: _____ DATE: _____

RESIDENCE: 393 Lake Avenue
Oakhurst, NJ 07755

CITIZENSHIP: USA

POST OFFICE ADDRESS: Same As Above

Docket Number: AUS920010948US1

FULL NAME OF FIFTH INVENTOR: Michael A. Paolini

INVENTORS SIGNATURE: _____ DATE: _____

RESIDENCE: 6407 Wallace Cove
Austin, TX 78750

CITIZENSHIP: USA

POST OFFICE ADDRESS: Same As Above

FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss

INVENTORS SIGNATURE: _____ DATE: _____

RESIDENCE: 345 Franklin Street, Apt. 206
Cambridge, MA 02139

CITIZENSHIP:

POST OFFICE ADDRESS: Same As Above

FULL NAME OF SEVENTH INVENTOR: Scott Lee Winters

INVENTORS SIGNATURE: _____ DATE: _____

RESIDENCE: 8000 High Hollow Cove
Austin, TX 78750

CITIZENSHIP: USA

POST OFFICE ADDRESS: Same As Above

DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

EXPERT HOLD QUEUE MANAGEMENT

the specification of which (check one)

 X is attached hereto.

 was filed on
as Application Serial No.
and was amended on (if applicable)

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the patentability of this application in accordance with Title 37, Code of Federal Regulations, §1.56.

I hereby claim foreign priority benefits under Title 35, United States Code, §119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s):			Priority Claimed	
			Yes	No
(Number)	(Country)	(Day/Month/Year)		

I hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United

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(Status)

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FULL NAME OF SOLE OR FIRST INVENTOR: Michael Wayne Brown

INVENTORS SIGNATURE: Michael Wayne Brown DATE: 11/2/2001

RESIDENCE: 529 River Down Road
Georgetown, TX 78628

CITIZENSHIP: USA

POST OFFICE ADDRESS: Same As Above

FULL NAME OF SECOND INVENTOR: David R. Cheng

INVENTORS SIGNATURE: _____ DATE: _____

RESIDENCE: 702 Hertford Rd.
Wilmington, DE 19803

CITIZENSHIP: USA

POST OFFICE ADDRESS: Same As Above

FULL NAME OF THIRD INVENTOR: Wing-Ying Stephanie Leung

INVENTORS SIGNATURE: _____ DATE: _____

RESIDENCE: 921 E. Ann
Ann Arbor, MI 48104

CITIZENSHIP: UK

POST OFFICE ADDRESS: Same As Above

FULL NAME OF FOURTH INVENTOR: Folu Okunseinde

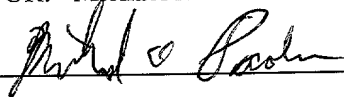
INVENTORS SIGNATURE: _____ DATE: _____

RESIDENCE: 393 Lake Avenue
Oakhurst, NJ 07755

CITIZENSHIP: USA

POST OFFICE ADDRESS: Same As Above

FULL NAME OF FIFTH INVENTOR: Michael A. Paolini

INVENTORS SIGNATURE:  DATE: 11-2-2001

RESIDENCE: 6407 Wallace Cove
Austin, TX 78750

CITIZENSHIP: USA

POST OFFICE ADDRESS: Same As Above

FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss

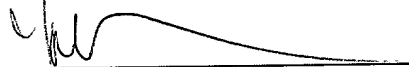
INVENTORS SIGNATURE: _____ DATE: _____

RESIDENCE: 345 Franklin Street, Apt. 206
Cambridge, MA 02139

CITIZENSHIP:

POST OFFICE ADDRESS: Same As Above

FULL NAME OF SEVENTH INVENTOR: Scott Lee Winters

INVENTORS SIGNATURE:  DATE: 11-2-01

RESIDENCE: 8000 High Hollow Cove
Austin, TX 78750

CITIZENSHIP: USA

POST OFFICE ADDRESS: Same As Above

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

the specification of which (check one)

_____ was filed on _____
as Application Serial No. _____
and was amended on _____ (if applicable)

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the patentability of this application in accordance with Title 37, Code of Federal Regulations, §1.56.

I hereby claim foreign priority benefits under Title 35, United States Code, §119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s): _____ Priority Claimed

(Number)	(Country)	(Day/Month/Year)	Yes	No
1	USA	1/1/2020		
2	USA	1/1/2020		
3	USA	1/1/2020		
4	USA	1/1/2020		
5	USA	1/1/2020		
6	USA	1/1/2020		
7	USA	1/1/2020		
8	USA	1/1/2020		
9	USA	1/1/2020		
10	USA	1/1/2020		
11	USA	1/1/2020		
12	USA	1/1/2020		
13	USA	1/1/2020		
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79	USA	1/1/2020		
80	USA	1/1/2020		
81	USA	1/1/2020		
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83	USA	1/1/2020		
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85	USA	1/1/2020		
86	USA	1/1/2020		
87	USA	1/1/2020		
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Austin, TX 78750

CITIZENSHIP: USA

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FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss

INVENTORS SIGNATURE: _____ DATE: _____

RESIDENCE: 345 Franklin Street, Apt. 206
Cambridge, MA 02139

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INVENTORS SIGNATURE: _____ DATE: _____

RESIDENCE: 702 Hertford Rd.
Wilmington, DE 19803

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FULL NAME OF THIRD INVENTOR: Wing-Ying Stephanie Leung

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